

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with you complaint. Use an extra sheet of paper if needed.

1. Four years ago I set up automatic withdraw to pay my electric bill. The account I used is a savings account at a credit union in a different state. It is dedicated exclusively to electronic funds transfers. Monies are automatically deposited from the paycheck and the bills are automatically withdrawn from this account every month. It is set up this way so that there is no need to balance. I sent Com Ed the account information. The next month I got a statement that the bill was paid by automatic payment deduction. From then on out I looked at the bill each month when it came. Each bill stated automatic payment last month and scheduled payment for the current month.
2. The December 2003 statement indicated that there had been insufficient funds for the November automatic payment, so the bill was behind. I sent ComEd a check, \$220.00, to cover the November and December bill. I thought it was strange that there were insufficient funds and checked into my account with ComEd and the balance of my savings account that was used for the automatic debit. The customer service representative was not sure what happened but we thought things would get back on track the next month.
3. The January statement indicated that the check I had sent in December had been returned. I now owed for Nov., Dec. and Jan. I called Com Ed in January to inquire about this. They said that the check was returned to the bank account. I asked why, they did not know. I checked my checking account, there was no return. This was my daily use checking account. The ComEd representative said they could not figure out the problem and would have to send it on to their accounting department.
4. On February 5, I got a call from Ron Davis at Com Ed. He said that when Com Ed set up the automatic withdraw they entered the wrong account information and that my payment had been coming from someone else's account. He said that the account owner did not realize. He was going to back charge me for two years. He said there was no point going back any farther, the bank didn't even have any records. He was going to call me back within a few days to tell me what my total would be and to put me on a payment plan.
5. I looked into my savings account at the credit union after this. I checked several consecutive months the previous year and could find no payment to ComEd. I told a friend of mine about this situation. She worked for the Gas Company and was familiar with billing. She said that the Utility Company could not back charge me for more than a year if they messed up on the billing.
6. On February 18 Ron Davis called me. He told me the total was \$4621 and he told me this total went back to February of 2001. I asked if this was the total for two years, he said yes. I asked him to send me the transcripts and accounting. I called back the next day, Feb 19. I asked why he had told me 2 years but based on the date he had given, it was 3. I also asked if ICC 280.100 covered this problem with a one-year limitation on back billing. He threatened to dig out archived files and to back charge me as far back as he could. I told him I needed to be able to ask questions without being threatened. Again I asked him to send me the transcripts and

accounting. He took my email address so that he could possibly get it to me sooner. He said I would get this information and then we would talk again about a payment plan.

7. I received my March bill with 35 lines of "Budget bill charges from previous bill" the total is \$4766.15. There are no dates attached to these charges from previous bill. There is no accounting and no transcripts. I called and left a message on his voicemail April 14. He did not return the call. I tried to match my monthly statements with the listed budget bill charges; they did not match up. I could not make heads or tails out of the bill.
8. I couldn't verify the charges. At this point I filed an informal complaint with ICC and paid extra monies toward my bill.
9. On June 11, Daisy Huston called from Com Ed to let me know she would be working on my case. I told her I was looking for a copy of the transcripts. On Friday, June 18, Daisy left a message on my answering machine that this was not a case of miss-billing, but of miss-applied funds. I was not protected under ICC and that they would be charging back to Jan. 2000.
10. I tried to return her call the next week; she was on vacation. June 29 we talked again. Daisy said that she thought she had sent the transcripts to me before she went on vacation. I told her I had most definitely not received any. I asked her to look into the check that was listed as returned in December, and please send the transcripts. She said she wanted to put me on a 24-month payment plan.
11. I talked with DoSean Harvell from ICC. He said Com Ed should be giving me as much time to pay back as they were back charging. He said he would talk to Daisy about this.
12. On July 9 I got a call stating that my power would be shut off. I called Daisy and we played phone tag. Daisy left voice mail. She said she had looked into the accounting and that I was owed a \$220 credit. She also said that she had worked out a 34-month payment plan for me, which took longer than she expected.
13. On July 13, I called Daisy. I told her I was frustrated about still not receiving the transcripts. I asked about the settlement with the other party. Technically, my bill had been paid, correct account or not. I wanted to know that Com Ed was not charging me for more months that they were paying back the other party. Daisy told me it was none of my business and that she could go back the full account time and that she could take off the \$220 credit. Again, I was being threatened when I asked questions. Daisy told me she would send out the transcripts by the end of the week.
14. I talked to DoSean. He said he would inquire about the settlement. I told him that Daisy had threatened to increase my bill when I had asked questions. He suggested I go to a formal complaint.
15. On July 21, I received a Payment Agreement Confirmation from Com Ed. It had been issued July 9. It was for a 24-month payment plan with interest. I called Daisy and left a message. I was very frustrated, this payment plan was not what we agreed and I wanted her to take me off it.

I still did not have the transcripts, and could not verify the charges. I did not like the way Com Ed was treating me and I would go formal with a complaint.

16. On August 3, Daisy called to tell me that Com Ed would be charging me the full account time. They would be adding \$1946 to my account balance. She was sending out the transcripts that day. She said that I was not currently on any payment plan and that she was available if I would like to set one up. I told her that if I ever treated one of my clients the way Com Ed had treated me, they would have told me to pound sand. Why should Com Ed not be held to the same standards? She said they just weren't.
17. On August 9, I finally received the transcripts, six months after I originally requested them. They are in spreadsheet form, hand typed by Daisy. Upon review, the monthly charges do match my monthly statements. The bill I received with 34 lines of budget bill charges still does not make any sense, but the bottom sum is the same. I can verify the \$4621.
18. John Parise from Com Ed has called. He said I should do the right thing. I said I had tried. I had an agreement with Ron and Daisy: Send me the transcripts and then we will set up the payment plan. I sent extra payment when I thought Com Ed was following through. John Parise offered to put me on a payment plan I could afford. He wanted me to tell him what I wanted in a payment plan. I asked him to take off the \$1946 and to go back to the amount I had agreed upon with Ron Davis and Daisy Huston. He said he could not.

Please clearly state what you want the Commission to do in this case:

I want to know why it took six months to send me the transcripts. Com Ed screwed up the billing; ICC 280.100 should protect this. I want all the finance and late payment charges removed from my bill, and no further penalty added.